

## **Non-clinical services employee of the year**

**Joanne Allick**, accounts clerk, Roseberry Park, Middlesbrough

Joanne supports service users to manage their financial affairs. She helps them with benefit claims, deals with loan companies and reassures those who have anxiety caused by financial issues. Joanne supports people with outstanding rent arrears so they can get a tenancy, which is an important part of the discharge plan. She has developed an outstanding relationship with a local bank that, thanks to her work, provides a unique service to forensic inpatients. Thanks to Joanne, the bank allows service users who don't have traditional ID documents to open an account and guarantees they will see the same member of staff each appointment. Having their own bank account allows many service users to start to take control of their lives. Joanne always shows compassion and respect and is a real team player.

**Izzy Clayton**, organisational development administrator, Flatts Lane Centre, Middlesbrough

Izzy has been nominated for the extraordinary support and care she has shown to a man with Down's Syndrome during his work experience with the Organisational Development team; without any formal experience of working with people with learning disabilities, Izzy's approach is perfect, ensuring his work adds real value to the department. She has arranged for him to attend corporate inductions each month to hand out information packs (which he put together) and this means new staff's first experience of the Trust is to meet and interact with someone with a learning disability. Izzy's patience and support has meant the man has demonstrated abilities that have surprised his support workers and family. She has been instrumental in making this experience as positive as possible, making a real difference to this man's life.

**Emma Walton**, Recovery Programme project support and administrator, Lanchester Road Hospital, Durham

Emma provides an essential project support and administration role within the extremely complex Recovery Programme. Staff, external consultants and experts by experience routinely rely on her to get tasks done and they are never disappointed! She is a compassionate and committed member of staff and colleagues have described her as 'super woman'! She has shown great ability and flexibility to provide administrative and project support on part time hours, and has taken on increasing and changing workloads. She implemented QIS methodology to support team developments, oversaw the training and recruitment of peer roles and continues to support the expert by experience programme. She is the glue that keeps the team together; coordinating both the big and small things in an organised but engaging manner. She is driven by a desire to make services better for the people who use and work within them and epitomises what it means to live both the Trust and

recovery values.

**Alison Cook**, domestic assistant, Lanchester Road Hospital, Durham

Alison provides a welcoming, thorough and customer-focussed service to the diverse range of occupants and users of the buildings she serves. The way she provides such a broad range of cleaning, domestic and refreshment services on a day-to-day basis promotes the Trust's values and behaviours. She provides a first class service of unrivalled quality, treating everyone with courtesy, empathy, respect and dignity and she always has a smile for visitors. She is flexible in her work and is always willing to respond to feedback and one off requests. Alison is a great team player and makes sure all her working practices are compliant with current regulations. Her unrivalled work ethic, attitude and positive 'can do' mentality is demonstrated on a daily basis.